

RESIDENTS RIGHTS

A partial list of the Residents Rights for nursing, assisted living and care homes.

All residents have the right to:

- Be treated with dignity & respect
- Be free from chemical & physical restraints
- Be free from any type of abuse, neglect, harassment, humiliation or threats
- Manage their own finances
- Voice grievances without fear of retaliation
- Have privacy that includes being able to communicate with anyone they choose
- Send & receive personal mail
- Have personal & medical records kept confidential
- Apply & receive state/federal assistance without discrimination or threats
- Be fully informed of their rights prior to admission regarding the availability of services
- Be provided advance notice of a transfer or discharge

If any of these rights are denied or violated, residents are entitled to seek help outside the facility. To receive a complete list of RESIDENTS RIGHTS call the LTCO at: **(808) 586-0100**



Linda Lingle
Governor of Hawai'i

Chiyome Leina'ala Fukino M.D.
Director of Health

The State of Hawai'i provides access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. Write or call our Affirmative Action Officer at Box 3378, Honolulu, HI. 96801-3378 or at (808) 586-4616 (voice) within 180 days of a problem.

Long Term Care Ombudsman
Representative
Program



Executive Office on Aging
No. 1 Capitol District
250 South Hotel Street Suite 406
Honolulu, HI. 96813
Phone: (808) 586-0100
Fax: (808) 586-0185
Email: eoamail.health.state.hi.us
Web site: www2.state.hi.us/eoa/

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**Long Term
Care
Ombudsman
Representative
Program**

**ADVOCATES
FOR
RESIDENTS'
RIGHTS**

(808) 586-0100

Hawai`i's Long Term Care Ombudsman Representative Program



There are over 8,000 residents living in long term care settings throughout the State of Hawai`i.

Certified as assistants to the Office of the State Long Term Care Ombudsman, Program Representatives protect the rights of residents as advocates.

The original concept of "Ombudsman" came from Sweden. Ombudsmen were to act as a go-between when citizens had complaints against government.

The Older American's Act (OAA) of 1978 mandates that each state establish an Office of the LTCO whose primary responsibility is to ensure residents' rights.

Funding from the State Legislature and support from the Executive Office on Aging, helped establish the representative program as a component of the Office of the State LTCO.

The mission is to protect the human and civil rights of Hawai`i's aging population who reside in licensed long term care settings through the provision of culturally sensitive advocacy.

How do you become a certified representative?

Prospective representatives must complete a series of steps before becoming certified.

- Written application
- Criminal background check
- TB clearance
- 20 hours of classroom training
- 8 hours of on-site training



What do you learn?

Representatives learn topics that impact the lives of residents in long term care settings. These include;

- Laws & regulations, both state/federal
- Medicare & Medicaid
- How to identify/report abuse or neglect
- Aspects of Aging
- How to communicate with residents
- The role of the LTCO & its importance to residents
- Residents Rights
- How to advocate for residents

What are your responsibilities?

Your primary role is to provide advocacy and to ensure residents of their rights.

Responsibilities include:

- Weekly visits with residents
- Documentation of visits
- Attend monthly meetings
- Communicating with the program coordinator
- Following program policies & procedures

Anonymous quotes from two LTCO Representatives:

"Since becoming a volunteer with the LTCO Program I am able to give back to the community now and for the future."

"I wish I would have known about this information years ago, it not only helps me now but I can share it with my family & friends".

If you or someone you know would like more information call:
808-586-0100

From a neighbor island, use the State of Hawai`i access numbers, then enter 6-0100.

Kauai 274-3141
Maui 984-2400
Hawai`i 974-4000
Molokai/Lanai 1-800-468-4644